Genesys Mobile Services

8.5.101.11

12/20/2025

8.5.101.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/10/15	Hot Fix					X		X

Contents

What's New

This release contains the following new features and enhancements:

Genesys Mobile Services

- Support for URS-based dialing in GMS Callback application—You can now enable this feature by setting _urs_ewt_estimation_method=ursdial in your configuration. Use of this feature is highly recommended to ensure efficient use of agent resources.
  Note: You must upgrade URS to 8.1.400.07 or greater if you plan to use this feature.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.101.11.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Mobile Services

Genesys Products

List of Release Notes